Dynatrace Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Metadata	Details
Name of Product/Version:	Dynatrace SaaS 1.323
Report Date:	September 2025
Product Description:	Software intelligence platform for the enterprise cloud
Contact Information:	accessibility@dynatrace.com
Notes:	This report was created upon completion of an accessibility evaluation performed between Level Access and Dynatrace and was limited only to evaluation of specific pages listed below. The report is considered accurate at the time of publishing.

Scope

The scope includes the following Apps:

Name	App Version
Notebooks	1.324.0
Dashboards	1.324.2
Dynatrace Hub	1.1482.0
Problems	1.12.1
Kubernetes	1.32.0
Logs	1.16.1

The scope includes the following screens & components:

Screen	Name
1	Login
2	Launcher
3	New Notebook
4	Manage Notebook Access
5	New Dashboard
6	Timeframe Selector
7	Data Table
8	Data Table Details
9	Filter Field
10	Hub Home
11	Hub Manage
12	Hub Listing
13	Get Data Into Dynatrace
14	Left Navigation
15	Search
16	App Header & Help

Evaluation Methods Used

Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of user flows. Below is a list of the assistive technologies (ATs) used:

• NVDA/Chrome

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (**Yes**) Level AA (**Yes**) Level AAA (**No**)
Web Content Accessibility Guidelines 2.1	Level A (**Yes**) Level AA (**Yes**) Level AAA (**No**)
Web Content Accessibility Guidelines 2.2	Level A (**No**) Level AA (**No**) Level AAA (**No**)

Terms

The terms used in the Conformance Level information are defined as follows:

Conformance Level	Details
Supports	The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
Partially Supports	Some functionality of the product does not meet the criterion.
Does Not Support	The majority of product functionality does not meet the criterion.
Not Applicable	The criterion is not relevant to the product.
Not Evaluated	The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in WCAG 2.1 1.1.1.	Partially Supports	Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. **Exceptions include:** Some charts lack proper textual equivalent such as those on the Dashboards and Logs. Some icons such as Help button and Settings button used on the Notebooks app lack textual equivalent conveying the purpose of the control.
1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Supports	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Partially Supports	In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. **Exceptions include:** There are checkboxes that are not programmatically grouped on pages such as Dashboards and Logs. Some headings are not programmatically marked as headings.
1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	A correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of	Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

Criteria	Conformance Level	Remarks and Explanations
components such as shape, size, visual location, orientation, or sound.		
1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Color is not used as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Supports	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Partially Supports	In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. **Exceptions include:** Some of the tooltips on the Dashboards app and some buttons on the Logs app are not keyboard operable.
2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • **Turn off:** A mechanism is available to turn the shortcut off; • **Remap:** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.). • **Active only on focus:** The keyboard shortcut for a user interface component is only active when that component has focus.	Supports	If a single character key shortcut exists, then at least one of the following is true: single character key shortcuts can be turned off, remapped or are only active when the relevant user interface component is in focus.
2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: • **Turn off:** User is allowed to turn off time limit before encountering it; or • **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • **Real-time Exception:** The time limit is a required part of a real-time event (for	Supports	The product does not contain time-limited or time-dependent content.

Criteria	Conformance Level	Remarks and Explanations
example, an auction), and no alternative to the time limit is possible; or • **Essential Exception:** The time limit is essential and extending it would invalidate the activity; or • **20 Hour Exception:** The time limit is longer than 20 hours.		
2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: • **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	Supports	Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden or controlled by the user.
2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Supports	The tested applications do not contain flashing content.
2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Supports	Methods are provided to skip navigation and other page elements that are repeated across web pages.
2.4.2 Page Titled: Web pages have titles that describe topic or purpose.	Supports	Pages of the product provide titles that adequately describe their topic or purpose.
2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Partially Supports	In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. **Exceptions include:** There are instances across the product where focus is not updated when new content is added to the page upon user interaction.
2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	The purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	Functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.
2.5.2 Pointer Cancellation: For functionality that can be operated using a single pointer, at least one of the following is true:	Supports	Functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
• **No Down-Event:** The down-event of the pointer is not used to execute any part of the function; • **Abort or Undo:** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • **Up Reversal:** The up-event reverses any outcome of the preceding down-event; • **Essential:** Completing the function on the down-event is essential.		
2.5.3 Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially Supports	In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. **Exceptions include:** There are controls on the Dashboards app that do not have an accessible name containing its visual label such as the App Chip and Open in Hub controls.
2.5.4 Motion Actuation: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • **Supported Interface:** The motion is used to operate functionality through an accessibility supported interface; • **Essential:** The motion is essential for the function and doing so would invalidate the activity.	Supports	All functionality can be operated without requiring device motion or user motion.
3.1.1 Language of Page: The default human language of each Web page can be programmatically determined.	Supports	The default human language used on each page can be programmatically determined.
3.2.1 On Focus: When any component receives focus, it does not initiate a change of context.	Supports	Interface components do not initiate a change of context when receiving focus.
3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component	Supports	Interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	Where an input error is detected, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input.	Partially Supports	In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. **Exceptions include:** Some of the Filter/Search fields across the product do not have persistent visual labels explaining the input's purpose.
4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique,	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
except where the specifications allow these features.		
4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	Does Not Support	Significant or critical portions of the product contain user interface components whose name, role, state, and value cannot be programmatically determined. **Examples include:** There are controls without proper accessible names such as the Share with control on the Share Document modal and the control to expand section on Notebook. Many controls across the product that can have multiple states such as selected or expanded do not have these states associated with them programmatically.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media.	Supports	Live multimedia files with audio are not present, therefore synchronized captions are not required.
1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media.	Supports	Prerecorded multimedia files are not present, therefore audio descriptions are not required.
1.3.4 Orientation: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	Orientation of the content is not locked to either landscape or portrait, unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when: The input field serves a purpose identified in the Input Purposes for User Interface Components section; and The content is implemented using technologies with support for identifying the expected meaning for form input data.	Supports	The purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Supports	Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.
1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Partially Supports	In most instances, text can be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: Some content overlaps with others on pages such as the main content on the Logs App.
1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed.	Supports	Except for logos, the product uses text instead of images of text.
1.4.10 Reflow: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels;	Supports	Content can be resized to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

Criteria	Conformance Level	Remarks and Explanations
Except for parts of the content which require two-dimensional layout for usage or meaning.		
1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): **User Interface Components:** Visual information used to indicate states and boundaries of user interface components, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; **Graphical Objects:** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	Partially Supports	In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). **Exceptions include:** The keyboard focus indicator on some of the interactive elements lack sufficient color contrast with the adjacent colors. The border of search fields across the product has low color contrast ratio with adjacent colors.
1.4.12 Text Spacing: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: Line height (line spacing) to at least 1.5 times the font size; Spacing following paragraphs to at least 2 times the font size; Letter spacing (tracking) to at least 0.12 times the font size; Word spacing to at least 0.16 times the font size.	Supports	User changes in text style properties, such as line height or text spacing are supported without loss of content or functionality.
1.4.13 Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: **Dismissible:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.	Partially Supports	In most instances, content triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. **Exceptions include:** Some of the tooltip content across the product cannot be moved over with a pointer without disappearing.
2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	Pages of the product are accessed via a process flow and do not otherwise require multiple methods of access.
2.4.6 Headings and Labels: Headings and labels describe topic or purpose.	Partially Supports	Headings and labels describe their topic or purpose in most instances. **Exceptions include:** The Filter Field on the Dashboards app uses a filter icon rather than a visual text label that describes the purpose of the field.
2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	A visible indication of keyboard focus for elements on each page is provided.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	Pages of the product present content in a single language.
3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	Navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently.	Supports	Components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: **Reversible:** Submissions are reversible. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
4.1.3 Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Partially Supports	In some instances, status messages are provided that can be presented to assistive technologies without receiving focus. **Exceptions include:** Search suggestions and results are not announced. Success messages like "DQL copied successfully" on the Dashboard app and "Alert message removed successfully" on the Kubernetes app are not announced by the screen reader.

Table 3: Success Criteria, Level AAA

Level AAA success criterions are not within the scope of this conformance evaluation.

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